



# REFUND REQUEST - NDC PORTAL

Update: March 2026

## Step-by-step guide to request a refund in the NDC Portal

You can request a refund for a ticket issued through the NDC Portal or the API. The calculation of the amount will be displayed immediately and will be automatically reflected in the BSP, with no additional steps.

### IMPORTANT CONSIDERATIONS:

- Valid for tickets and EMDs.
- Voluntary and involuntary refunds are available, as long as the order/booking is active or up to 72 hours post-flight (No Show).
- Refund for withdrawal and cancellation: A 100% refund will be applied if the conditions are met.
- The amount will be refunded to the original payment method.
- Better integration: The refund process is fully integrated, ensuring data consistency and eliminating the need to interact with external platforms.

1. In the “Purchases” section, find the Order/Booking for which you want to request a refund, click on “Actions” and select the “Refund” option, or find and select the “Refund” option within the order details.



## Management of issued orders

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Order number, passenger's last name, PNR, IATA:  Date of issue from:  Date of issue until:  Show by:  [Apply filters](#)

**1 orders in total** [Clear filters](#)

Filter by: [Issued](#) [Paid](#) [Voided](#) [Refunded](#) [Expired](#) [Debt](#)

**Voluntary changes and reissues not available for multi-city trips**  
To modify these orders, create a new reservation and use the order's tickets as the payment method.

IATA	Order no.	Status	PNR	Issuance	Flight date	Type	Itinerary	Passenger
91280641	LA0454052FYCD	Paid	RHYVJW	31/03/26	20/04/26	RT	MIA-GRU	DANTAS

Details

Changes and reissues

**Refund**

Void

2. The screen with the Order details will be displayed. To continue, click “Search”.

## Refunds

Enter the order data.

Order Number

Passenger last name

[Where to find it?](#)



[Search](#)

3. The screen will display the “Refund Conditions”, passenger information, additional services (ancillaries), the calculation according to applicable policies, and the refund date.

After reviewing these details, to continue, you must click “Request refund”.

**Important:** It is not necessary to select a reason for the refund. In this example, this is a voluntary refund request (as per the fare rule). For involuntary refund requests, the Order/Booking is identified with a flight change/cancellation message, and when the refund is requested through the Portal, it will be processed according to the passenger protection rule.

**Refund conditions**

Keep this information in mind before refunding the order:

- The refund will apply to all passengers in the order..
- 100% of the boarding fees will be refunded. The amount to be refunded on the airline ticket (if allowed), will depend on the fare purchased.
- If the order includes seats, baggage and preferential boarding, they will also be refunded to the original means of payment.

**Refund tickets**

Keep in mind that the amount can vary each day.

Order number: LA0454052FYCD

Total to refund **£66.10**

Amount calculated on: 13/04/26

We will refund to the payment method used to create the order

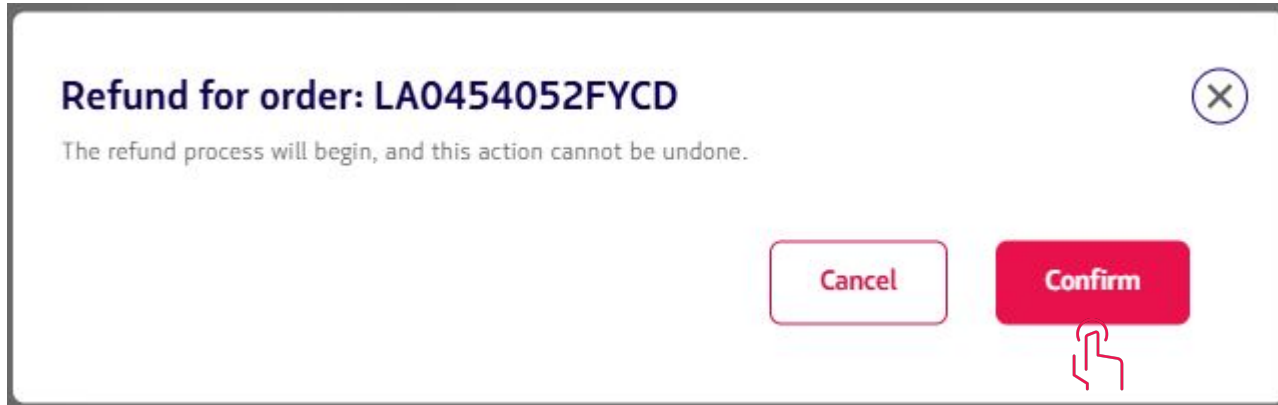
Adult: Dantas, Leonardo Total: £66.10	
<b>Flights</b>	
Base fare	£664.00
Cancellation fee	£664.00
Taxes	£66.10
US2	£35.40
AY	£4.20
YC	£5.60
XY2	£5.30
Subtotal	666.10

Flight details

**Request refund**

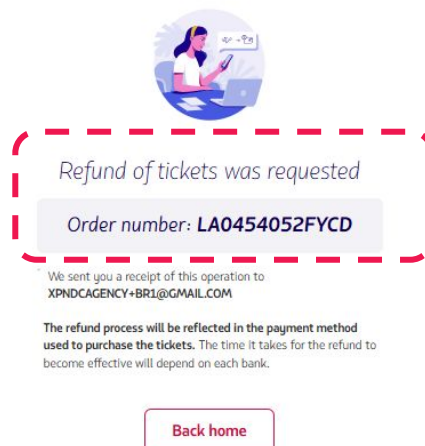
4. The refund confirmation screen will be displayed.

To complete the process, click **“Confirm”**.



**Important:** After confirming the refund request, it will not be possible to reverse the process. The TKT/EMD status will be changed to RFND and the Order/Booking will be automatically canceled.

5. The screen will display the refund request confirmation, and an email with this request will be sent to the user who created the Order/Booking. The refund timelines depend on the payment method and will be the same as our current ones.



6. When you check the Order/Booking again, you will see that its status has changed to **“Refunded”**.

The screenshot shows the 'Management of issued orders' page in the LATAM NDC Portal. The top navigation bar includes 'Orders', 'Bookings', 'Reports', 'Help', and 'T&C'. A search bar contains 'LA0454052FYCD'. Filter criteria include 'Date of issue from' and 'Date of issue until' (both set to 'dd/mm/yyyy'). The 'Show by' dropdown is set to 'All orders'. A red 'Apply filters' button is visible.

Below the filters, it indicates '1 orders in total'. A filter bar shows 'Refunded' as the selected status. A yellow warning box states: 'Voluntary changes and reissues not available for multi-city trips. To modify these orders, create a new reservation and use the order's tickets as the payment method.'

IATA	Order no.	Status	PNR	Issuance	Flight date	Type	Itinerary	Passengers	Actions
91280641	LA0454052FYCD	Returned	RHYVUW	31/03/26	20/04/26	RT	MIA-GRU	DANTAS	

**Important:** When checking the refund request in the BSP, the information may take up to 48 hours to be reflected.

**Refund request process completed successfully!**

